Amendments for pre-bid queries – RFP Ref No. CO:ITD:848/R1:2019-20 dated 04/11/2019 for "Procurement of IT Asset Management Software Solution with required hardware / software at Data Centre (Chennai) and DR site (Hyderabad) with 3 years warranty and 2 years support".

S.no	References	Existing Clause	Queries / Changes Requested	Amended Clause
1	Page 17 Clause 6.2 Payment Terms	The payment terms will be as follows: Payment for the supply of required Hardware, Software, Design, Installation and Implementation is as follows: **After BOM/POST verification of delivered Hardware and Software.** — 30% **Installation & Configuration and Testing of 10,000 Assets.** — 40% **Implementation closure including integration with existing devices and applications, also with and solutions procured in this RFP, making the device/solution operational (as per Purchaser's scope), UAT, and receiving sign off from the Purchaser.** — 20% **3 months post sign** — 10%	We request the bank to kindly amend this clause as:After BOM/POST verification of delivered Hardware and Software.- 70% Payment Terms for the hardware and software, vendor has to pay 100% upfront. Can we get 90% after supply of hardware and software and 10 % after implementation? Payment Terms for the hardware and software, vendor has to pay 100% upfront. Can we get 90% after supply of hardware and software and 10 % after implementation? After BOM/POST verification of delivered Hardware and Software.- 50% We request the bank to kindly amend this clause as: After BOM/POST verification of delivered Hardware and Software.- 70% Payment Terms for the hardware and software, vendor has to pay 100% upfront. Can we get 90% after supply of hardware and software and 10 % after implementation?	The payment terms will be as follows: Payment for the supply of required Hardware, Software, Design, Installation and Implementation is as follows: **After BOM/POST verification of delivered Hardware and Software.** — 50% **Installation & Configuration and Testing of 10,000 Assets.** — 25% **Implementation closure including integration with existing devices and applications, also with and solutions procured in this RFP, making the device/solution operational (as per Purchaser's scope), UAT, and receiving sign off from the Purchaser.** — 15% **3 months post sign off.** — 10% For AMC/Software subscription, subsequent Payment will be made in every 6 months in arrears.

Amendments for pre-bid queries – RFP Ref No. CO:ITD:848/R1:2019-20 dated 04/11/2019 for "Procurement of IT Asset Management Software Solution with required hardware / software at Data Centre (Chennai) and DR site (Hyderabad) with 3 years warranty and 2 years support".

		off.		Payments are due from date of receipt of invoice and payable within thirty (30) days of date of invoice issued to the Customer. In the event of late payments, Bidder reserves the right to charge a late payment fee @ 2% per month on the overdue amounts, in addition to the right of suspension of services, till the overdue amounts are paid.
		For AMC/Software, subsequent Payment will be made in every 6 months in arrears.		
				Installation & Configuration and Testing of 10,000 Assets.- 25%
				Requested to modify the clause as "20%- Installation & Configuration and Testing of 10,000 Assets."
				Implementation closure including integration with existing devices and applications, also with and solutions procured in this RFP, making the device/solution operational (as per Purchaser's scope), UAT, and receiving sign off from the Purchaser.- 5%
				Requested to modify the clause as "10%- Implementation closure including integration with existing devices and applications, also with and solutions procured in this RFP, making the device/solution operational (as per Purchaser's scope), UAT, and receiving sign off from the Purchaser."

Amendments for pre-bid queries – RFP Ref No. CO:ITD:848/R1:2019-20 dated 04/11/2019 for "Procurement of IT Asset Management Software Solution with required hardware / software at Data Centre (Chennai) and DR site (Hyderabad) with 3 years warranty and 2 years support".

			Implementation closure including integration with existing devices and applications, also with and solutions procured in this RFP, making the device/solution operational (as per Purchaser's scope), UAT, and receiving sign off from the Purchaser. - 20%	
2	Page 18 clause 8	The supplier undertakes that warranty support of 3 year for Asset Management Software shall start after the Solutions with software and hardware have been installed at the final destination indicated in the contract and from the date of sign off of the respective solutions	We request that warranty for one year shall commence either from the date of installation or on completion of 90 days from date of delivery, whichever is earlier.	The supplier undertakes that warranty support of 3 years for Asset Management Software shall commence after the Solutions with software and hardware have been installed at the final destination indicated in the contract and from the date of sign off or 120 days from date of delivery, whichever is earlier.
3	Page 20 clause 10.2.a	Response time will be 4 hours and resolution time will be 8 hours from the logging of the call.	While we can guarantee a response time, resolution of an issue depends on multiple factor and at times has large dependencies on different teams in customer's or third party vendor's environment/application/services, hence resolution time cannot be guaranteed.	Response time will be 4 hours and resolution time will be 24 hours from the logging of the call.

Amendments for pre-bid queries – RFP Ref No. CO:ITD:848/R1:2019-20 dated 04/11/2019 for "Procurement of IT Asset Management Software Solution with required hardware / software at Data Centre (Chennai) and DR site (Hyderabad) with 3 years warranty and 2 years support".

4	Page 22 clause 14	The Bank, by 30 days written notice sent to the Supplier, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of the Supplier under the Contract is terminated, and the date upon which such termination becomes effective. Bank will pay for the services availed till the date of termination on submission of invoices and documents. The equipment maintenance services for which renewal happened within 30 days after the supplier receipt of notice of termination shall be accepted by the Bank at the contract terms and prices. For the remaining services Bank may elect: • To have any portion completed and delivered at the contract terms and prices; and/or • To cancel the reminder and pay to the supplier an agreed amount for partially completed services.	Either Party, by 90days written notice sent to the Supplier; may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of the Supplier under the Contract is terminated, and the date upon which such termination becomes effective. Bank will pay for the services availed till the date of termination on submission of invoices and documents. The equipment maintenance services for which renewal happened within 90days after the supplier receipt of notice of termination shall be accepted by the Bank at the contract terms and prices. For the remaining services Bank may elect: To have any portion completed and delivered at the contract terms and prices; and/or To cancel the reminder and pay to the supplier an agreed amount for partially completed services. Bank to kindly confirm that the written notice for termination for convenience should be a minimum of 90 days. We request to add	The Bank, by 90 days written notice sent to the Supplier, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of the Supplier under the Contract is terminated, and the date upon which such termination becomes effective. Bank will pay for the services availed till the date of termination on submission of invoices and documents. The equipment maintenance services for which renewal happened within 90 days after the supplier receipt of notice of termination shall be accepted by the Bank at the contract terms and prices. For the remaining services Bank may elect: • To have any portion completed and delivered at the contract terms and prices; and/or • To cancel the reminder and pay to the supplier an agreed amount for partially completed services.

Amendments for pre-bid queries – RFP Ref No. CO:ITD:848/R1:2019-20 dated 04/11/2019 for "Procurement of IT Asset Management Software Solution with required hardware / software at Data Centre (Chennai) and DR site (Hyderabad) with 3 years warranty and 2 years support".

			"Bank may terminate the contract in whole or in part, at any time for its convenience by 90 days written termination notice/ Cure period to the Bidder. In case of termination of the contract, Bank shall be liable to pay the bidder all the dues (for the goods delivered or services rendered, cost incurred, or irrevocable committed to)payable till the effective date of termination.	
			Please consider making this clause mutual for both parties in order to have equal terms of contract	
			Either party may terminate the contract without cause, with ninety days' prior written notice. Customer shall pay Bidder for all products and services provided up to the effective date of termination and any termination fee as agreed in the statement of work.	
5	Section – III Page 25 Clause 26	The Bank reserves the right to increase or decrease the quantities mentioned in the bidding document up to an extent of 25% of quantity mentioned in the bid without any change in unit price and other terms and conditions. If Bank decides to place "Repeat Order", the same shall be placed by the Bank within 6 months from the date of Purchase		The Bank reserves the right to increase the number of licenses during the 1st year of contract period without any change in unit price and other terms and conditions.

इंडियन बैंक
Indian Bank

Amendments for pre-bid queries – RFP Ref No. CO:ITD:848/R1:2019-20 dated 04/11/2019 for "Procurement of IT Asset Management Software Solution with required hardware / software at Data Centre (Chennai) and DR site (Hyderabad) with 3 years warranty and 2 years support".

6		Order.		
6	Section-IV ELIGIBILITY CRITERIA Page 27 Clause 2	The Bidder should be a profit making company during the last 3 consecutive financial years of the bidder (2016-17, 2017-18 and 2018-19), with a minimum annual turnover of Rs.20.00 Crores during each year. (Separate Auditor Certificate to this effect to be provided along with other financial statements).	Kindly request you to consider profit in any 2 years in 2016-17, 2017-18, 2018-19	The Bidder should be a profit making company during the last 2 consecutive financial years of the bidder (2017-18 and 2018-19),with a minimum annual turnover of Rs.20.00 Crores during each year. (Separate Auditor Certificate to this effect to be provided along with other financial statements).
7	Section-IV ELIGIBILITY CRITERIA Page 27 Clause 3	The Bidder should have Support Centers in Chennai, Hyderabad, Mumbai	We have support centres in Chennai and Mumbai. Please allow us to participate	The Bidder should have Support Centers in Chennai.
8	Section-IV ELIGIBILITY CRITERIA Page 27 Clause 5	The bidder should have highest level of partnership with OEMs of the product quoted in the bid. The Bidder must be in position to provide support / maintenance / upgrade of the Solutions during the period of contract with the Bank. Bidder to submit a letter of authorization / Manufacturer Authorization Form (MAF)	The bidder should be authorized/ highest level / Global partnership with OEMs of the product quoted in the bid. The Bidder must be in position to provide support / maintenance / upgrade of the Solutions during the period of contract with the Bank. Bidder to submit a letter of authorization / Manufacturer Authorization Form (MAF) The Bidder must be in position to provide support / maintenance / upgrade of the Solutions during the period of contract with the Bank. Bidder to submit a letter of authorization / Manufacturer	The bidder should be authorized partner with OEMs of the product quoted in the bid. The Bidder must be in position to provide support / maintenance / upgrade of the Solutions during the period of contract with the Bank. Bidder to submit a letter of authorization / Manufacturer Authorization Form (MAF)

इंडियन बैंक
Indian Bank

Amendments for pre-bid queries – RFP Ref No. CO:ITD:848/R1:2019-20 dated 04/11/2019 for "Procurement of IT Asset Management Software Solution with required hardware / software at Data Centre (Chennai) and DR site (Hyderabad) with 3 years warranty and 2 years support".

			Authorization Form (MAF).	
			Can the bidder use open source community solution or self-developed tool as an OEM with MAF of the owner. Our tool is successfully running in Banks in India	
			Request to amend the clause as "The Bidder must be in position to provide support / maintenance /upgrade of the Solutions during the period of contract with the Bank. Bidder to submit a letter of authorization / Manufacturer Authorization Form (MAF). "	
9	Section-IV ELIGIBILITY CRITERIA Page 27 Clause 6	The bidder should be a System Integrator for the Security Solutions quoted and should have successfully implemented the Solutions at minimum of one Bank/Financial Institutions/Public sector enterprises/ Govt. Organizations in India during the last three years (30.09.2019).Firm Purchase Order and letters of satisfactory performance from the clients as per Bank's format along with documentary proof should be	The bidder should be a System Integrator for the security Solutions quoted and should have successfully implemented similar solutions at minimum of one Bank/Financial sectors / Public / Govt in India During the last 3 years (30.09.2019) or under implementation with firm PO and letter of satisfactory performance from the clients as per banks format along with documentary proof should be submitted along with Technical bid	The bidder should be a System Integrator for the Asset Management Solution quoted and should have successfully implemented the quoted solution at a minimum of one Bank/Financial Institutions/Public sector enterprises/ Govt. Organizations/ private organization with minimum of 5000 IT assets as part of implementation, in India during the last three years as on 30.09.2019. Firm Purchase Order and letters of satisfactory performance

Amendments for pre-bid queries – RFP Ref No. CO:ITD:848/R1:2019-20 dated 04/11/2019 for "Procurement of IT Asset Management Software Solution with required hardware / software at Data Centre (Chennai) and DR site (Hyderabad) with 3 years warranty and 2 years support".

		submitted along with the technical bid	The bidder or OEM should have successfully implemented the Solutions at minimum of one Bank/Financial Institutions/Public sector enterprises/ Govt. Organizations/ Private Organization in India during the last three years (30.09.2019).Firm Purchase Order and letters of satisfactory performance from the clients as per Bank's format along with documentary proof should be submitted along with the technical bid.	from the clients as per Bank's format along with documentary proof should be submitted along with the technical bid.
			Since, we are systems integrator and we work with various OEMs as per the requirement of project. Hence, we request you to amend this clause as: The bidder should be a System Integrator for the Similar Security Solutions quoted and installed for IT Asset Management/ IT Inventory Management/ IT Patch Management/End Point Protection Solution (Anti-Virus etc.) in one Bank/Financial Institutions/Public sector enterprises/ Govt. Organizations in India during the last three years (30.09.2019).Firm Purchase Order and letters of satisfactory performance from the clients as per Bank's format along with documentary proof should be submitted along with the technical bid. OR The bidder should be a System Integrator for the Security Solutions quoted and should have successfully	

Amendments for pre-bid queries – RFP Ref No. CO:ITD:848/R1:2019-20 dated 04/11/2019 for "Procurement of IT Asset Management Software Solution with required hardware / software at Data Centre (Chennai) and DR site (Hyderabad) with 3 years warranty and 2 years support".

			implemented Solutions at minimum of one Bank/Financial Institutions/Public sector enterprises/ Govt. Organizations/ Private Organization in India during the last three years (30.09.2019).Firm Purchase Order and letters of satisfactory performance from the clients as per Bank's format along with documentary proof should be submitted along with the technical bid. OR The bidder should be a System Integrator for the Security Solutions quoted and should have successfully implemented Similar Solutions at minimum of one Bank/Financial Institutions/Public sector enterprises/ Govt. Organizations in India during the last three years (30.09.2019).Firm Purchase Order and letters of satisfactory performance from the clients as per Bank's format along with documentary proof should be submitted along with the technical bid.	
10	Section-IV ELIGIBILITY CRITERIA Page 27 Clause 8	The IT Asset Management solution quoted should be present in Gartner's quadrant	The IT Asset Management Solution quoted should be present in Gartner's Quadrant/Info Security Product Guide/ Network Guide IT World	The solution quoted should be present in Gartner's quadrant/ Forrester Wave report as part of ITSM/ SAM/ ITAM/ Enterprise Asset Management for the year 2019

CO: Information Technology Department

Date: 26.11.2019

Amendments for pre-bid queries – RFP Ref No. CO:ITD:848/R1:2019-20 dated 04/11/2019 for "Procurement of IT Asset Management Software Solution with required hardware / software at Data Centre (Chennai) and DR site (Hyderabad) with 3 years warranty and 2 years support".

			we request you to remove the requirement of OEMs recognized by leading analysts like gartner (this will limit the competition and favor to specific OEM only). There has to level playing field for all OEM to showcase the capability and strength. Kindly dilute this criteria for ITSM.	
			It's a single vendor specific clause. Request you to modify the clause as below so that other venders can be qualified. The ITAM solution should be present in Gartner's quadrant/Foresters Wave/PinkVERIFY	
			We have our own tool. Please allow under Make in India initiative. Our tool is running successfully in Banks.	
			Should be considered as Gartner Recognized Tool	
			We are in critical capabilities in Gartner 2019 referee the document attached	
11	Page 28 Clause 1	The Information Technology Asset Management Solution shall be defined as scalable Web based solution with integrated Configuration Management Database (CMDB) which shall be responsible for management of all IT Assets of the Bank.		The Information Technology Asset Management Solution shall be defined as a Web based solution with integrated Configuration Management Database (CMDB) which shall be responsible for management of all IT Assets of the Bank and the solution should be scalable up-to 2,00,000 assets.

Amendments for pre-bid queries – RFP Ref No. CO:ITD:848/R1:2019-20 dated 04/11/2019 for "Procurement of IT Asset Management Software Solution with required hardware / software at Data Centre (Chennai) and DR site (Hyderabad) with 3 years warranty and 2 years support".

12	Page 28 Clause 2	IT Assets shall include (but not limited to): • Servers • Desktops/Laptops • Mobile Devices (Phones/Tablets) • Other Networked Devices (Printers, Scanners, Cameras, Other Peripherals) • Kiosks (ATMs etc.) • Software & applications • Non-Networking Devices & Peripherals • Other Assets as identified	Mobile Devices (Phones/Tablets) Can it be considered as IT Assets without Discovery Feature Kindly request to bank to remove MDM from Scope of Work	IT Assets shall include : • Servers • Desktops/Laptops • Other Networked Devices (Printers, Scanners, Cameras, Other Peripherals) • Kiosks (ATMs etc.) • Software & applications • Non-Networking Devices & Peripherals • Other Assets as identified
13	Page 31 Clause 9	License Management Bank purchases licenses for multiple applications based on the number of users/servers/core/processors etc. Solution should have the capability to manage such licenses as following: • Should have the capability to manage the entitlement of the licenses based on user (through AD/IP segment etc.)	Mostly Software Licenses Utilization are measured based on no. of computers not based to users. So kindly change "licenses based on user/computer"	License Management Bank purchases licenses for multiple applications based on the number of users/servers/core/processors etc. Solution should have the capability to manage such licenses as following: • Should have the capability to manage the entitlement of the licenses based on user/computer/ server/ requisite parameters (through AD/IP segment etc.)
14	Page 32 Clause 20	The Solution should have ability to throttle bandwidth both statically and dynamically and this throttling must support up and downstream throttling	Bandwidth throttle is needed between repositories from Central Office to Branch Office, which is static basic on IT Policy. Kindly change this point as throttle	Clause stands deleted.

Amendments for pre-bid queries – RFP Ref No. CO:ITD:848/R1:2019-20 dated 04/11/2019 for "Procurement of IT Asset Management Software Solution with required hardware / software at Data Centre (Chennai) and DR site (Hyderabad) with 3 years warranty and 2 years support".

		for both the server and agents	between Repositories instead of server and agent.	
			Need more clarity on this point with respect to use case.	
			What is the criteria of throttle bandwidth specific to the requirement	
			What is the objective of this requirement	
15	Page 33 Clause 25	The Solution should be able to hide the agent from the Desktops "Add/Remove Program" list from the central console.	Need more clarity on this point with respect to use case.	Clause stands deleted.
16	Page 35 Clause 64	The solution should support multi-task distribution of software/patches for wide scale distribution.	More clarification require to understand the requirement	Clause stands deleted.
17	Page 35 Clause 65	The solution should support PCI compliance scan for integrated endpoints	Please add "PCI compliance / OVAL / SCAP scan" Is it mandatory	The solution should support PCI compliance/ OVAL /SCAP scan for integrated endpoints
18	Page 35 Clause 66	The solution should Support Ability to manage and enforce policies Settings such as the following : Password Enabled; Password Length; Require Alphanumeric Password; Inactivity Timeout; Wrong Attempts Before Wipe	Being this is not Part of ITAM Solutions, few with functions are done readily and some by customizations, please add a statement mentioning "same are allowed by customization for non-standard requirements"	Clause stands deleted.
19	Page 36 Clause 73	The Solution must support the following OS platforms with agent/agentless and functionality	Out of support Platforms by OEM will be done with Best Efforts only. E.g., Windows Vista	The Solution must support the following OS platforms with agent /agentless functionality coverage:

Amendments for pre-bid queries – RFP Ref No. CO:ITD:848/R1:2019-20 dated 04/11/2019 for "Procurement of IT Asset Management Software Solution with required hardware / software at Data Centre (Chennai) and DR site (Hyderabad) with 3 years warranty and 2 years support".

		coverage: Windows 2008, 2012,2016, 2019 and above. Windows Vista, Windows 7, Windows 8, Windows 10 and above. HP-UX Solaris IBM ,AIX, Linux Red Hat (Desktop, Enterprise) versions		Windows 2008, 2012, 2016, 2019 and above. Windows 7, Windows 8, Windows 10 and above. HP-UX Solaris IBM,AIX, Linux Red Hat (Desktop, Enterprise) versions
20	Page 36 Clause 80	The Solution should have ability to either change the parameters for the individual control or enable/disable controls based upon security requirements	Being this is not Part of ITAM Solutions, few with functions are done readily and some by customizations, please add a statement mentioning "same are allowed by customization for non-standard requirements by Automation Scripts"	Clause stands deleted.
			Is patch management solution for both client and server?. Is the expectation to push the OS, patch using patch management solution?	
21	Page No 37 Section V Sub-Section 3	Additional Clause added		Minimum Hardware requirements for Asset Management Solution
22	Page No. 28 Section V Sub Section 1	Successful bidder has to configure the management solution in Data centre (DC) site and Disaster recovery (DR) site with HA. Bank will provide necessary IT infrastructure for configuring the solution in DC and DR site. Bidder has to provide the required software licenses including database for installing and configuring the solution in high availability (HA) mode.		Revised Clause is: Successful bidder has to configure the management solution in Data centre (DC) site and Disaster recovery (DR) site with HA. Further, Bidder has to provide necessary IT infrastructure for configuring the solution in DC and DR site with the required software licenses (including database) for installing and configuring the solution in high availability (HA) mode.

Amendments for pre-bid queries – RFP Ref No. CO:ITD:848/R1:2019-20 dated 04/11/2019 for "Procurement of IT Asset Management Software Solution with required hardware / software at Data Centre (Chennai) and DR site (Hyderabad) with 3 years warranty and 2 years support".

Minimum Hardware requirements for Asset Management Solution

Description	Specification
Processor	Intel® Xeon® Silver/Gold Processors
No of CPU/Core	Machine to be supplied with 4 Cores with 2.4Ghz or higher clock
DIMM Slots	16 or Higher
Memory Configuration	The System has to be supplied with RDIMM (operating @2400 MHz or higher) using 16/32 GB DDR4 Modules
HDD	The system should support at least 6 Nos. of 2.5 inch Hot Plug SAS Hard Disks
HDD Required	The internal disks should be configured in RAID 10/6 with hot spare
PCI Slot Compatibility	2 PCI-Express 3.0 Slots or Higher.
Network	2 nos. of dual port Ethernet cards of 10/100/1000 Mbps Network ports. Additionally, the server should support 10 Gbps dual port Ethernet cards.
Ports	4 or more USB 2.0/3.0 Ports to be supported
Video Controller	On Board Video Controller of at least 16 MB
Rails	Should provide rack mounting kit and Rails to mount the server on RACK
Form Factor	Rack Mountable, 2U or lower

Amendments for pre-bid queries – RFP Ref No. CO:ITD:848/R1:2019-20 dated 04/11/2019 for "Procurement of IT Asset Management Software Solution with required hardware / software at Data Centre (Chennai) and DR site (Hyderabad) with 3 years warranty and 2 years support".

Description	Specification
OS Supported	Microsoft Windows Server 2016 R2 and above; Red Hat Enterprise Linux 6 and above; SUSE Linux Enterprise Server 11 and above;
SLA	As per the contract
Redundancy	The System should be supplied with Redundant hot swappable Fans and redundant Power Supplies in 1 + 1 mode
Accessories	The system has to be supplied with standard documentation, cables, Rack Mount Kit.